



**State of Illinois**  
**Illinois Commerce Commission**  
**Customer Credits for Telecommunications Carriers**  
**Code Part 732.30**  
**Quarterly Filing**

**Sage Telecom, Inc.**  
**for quarter ending March 31, 2009**

| <b>Out of Service More Than 24 Hours</b>   | <b>January</b> | <b>March</b> | <b>March</b> | <b>Totals</b> |
|--|----------------|--------------|--------------|---------------|
| A. Total dollar amount of all customer credits paid  | \$657.09       | \$199.61     | \$413.79     | \$1,270.49    |
| B. Number of credits issued for repairs - 24 - 48 hours                                    | 56             | 16           | 67           | 139           |
| C. Number of credits issued for repairs - 48 - 72 hours                                    | 14             | 8            | 9            | 31            |
| D. Number of credits issued for repairs - 72 - 96 hours                                    | 19             | 4            | 12           | 35            |
| E. Number of credits issued for repairs - 96 - 120 hours                                   | 0              | 0            | 0            | 0             |
| F. Number of credits issued for repairs > 120 hours  | 0              | 0            | 0            | 0             |
| G. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 0              | 0            | 0            | 0             |
| H. Number of customers receiving alternate phone service rather than receiving a credit    | 0              | 0            | 0            | 0             |

| <b>Failure to Install Basic Local Exchange Service</b>                                     | <b>January</b> | <b>March</b> | <b>March</b> | <b>Totals</b> |
|--|----------------|--------------|--------------|---------------|
| A. Total dollar amount of all customer credits paid  | \$864.50       | \$826.50     | \$605.00     | \$2,296.00    |
| B. Number of installations after 5 business days   | 44             | 36           | 28           | 108           |
| C. Number of installations after 10 business days  | 0              | 2            | 1            | 3             |
| D. Number of installations after 11 business days  | 0              | 0            | 0            | 0             |
| E. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 0              | 0            | 0            | 0             |
| F. Number of customers receiving alternate phone service rather than receiving a credit    | 0              | 0            | 0            | 0             |

| <b>Missed Appointments</b>   | <b>January</b> | <b>March</b> | <b>March</b> | <b>Totals</b> |
|--|----------------|--------------|--------------|---------------|
| A. Total dollar amount of all customer credits paid  | \$0.00         | \$0.00       | \$0.00       | \$0.00        |
| B. Number of customers receiving credits   | 0              | 0            | 0            | 0             |
| C. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 0              | 0            | 0            | 0             |

**Comments**